

# **PERFORMANCE INDICATOR REPORT ON SUBSTANCE ABUSE SERVICES**

**Report Period: 4th Quarter**  
July 1, 2004 - September 30, 2004

December 2004

## SECTION A: INTRODUCTION

This is a summary of Performance Indicator data that the coordinating agencies (CAs) compile and report quarterly. This is the fourth quarterly report for the sixth year (the 24th quarter) presenting Performance Indicator data as required from the regional CAs as a result of the Annual Action Plan Guidelines for fiscal year 2003-2004<sup>1</sup>.

The domains under which the indicators are organized are ACCESS and OUTCOMES. The efforts within these domains are measured by Performance Indicators. The Performance Indicators consist of two parts: one for overall CA-funded Regional Treatment Services Network and one for services to Medicaid recipients. The first section focuses on the Regional Treatment Services Network for all clients.

The Medicaid Managed Care Carve-Out for Behavioral Health Care (Mental Health and Substance Abuse Services) requirements include a federal Medicare and Medicaid Services Administration (MSA) waiver from federal regulations for the Medicaid program. In order to apply for and receive such a waiver, quality assurance efforts and performance reporting are required by the Michigan Department of Community Health (MDCH). According to the MSA waiver approval letter of June 26, 1998:

***The Michigan Department of Community Health (MDCH) will require ... Coordinating Agencies (CA) to submit aggregate data on state established Performance Indicators in the areas of access, efficiency and outcome, as indicated in . . . the Waiver Document. A MDCH analysis of this data will be shared with HCFA. The first report will be due to the Chicago Regional Office within 15 months after the effective date of contracts.***

The Performance Indicators for substance abuse services are organized to follow the same domains previously used for state-funded mental health services: ACCESS, EFFICIENCY and OUTCOMES. They are focused and reported at the regional level of the coordinating agencies' funded network of treatment services. They are reported at quarterly intervals in order to provide both ongoing and current information that can be useful in contract management and aid in relatively quick identification of areas which may need management attention or technical assistance.

This report can inform readers from the coordinating agencies as well as others about performance relative to the other coordinating agencies. It can identify those areas in which the performance statewide is strong and can identify those areas where efforts may be needed to improve the delivery of substance abuse assessment and treatment services to Medicaid and Block Grant funded consumers. MDCH Research and Evaluation section also compiles the information in these quarterly reports into a Graphical Longitudinal Analysis which it publishes on an annual basis. This publication tracks aggregated and individual CA performance over time and displays trends in the reported data.

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<sup>1</sup> **Annual Action Plan Guidelines** FY 2003-2004, Section E *Reporting Requirement Summary*  
(Lansing, MI: MDCH/MHSAS, 2003)

## SECTION B: DATA COLLECTION AND VERIFICATION

The data are collected quarterly from the CAs by means of a report form for each Performance Indicator. They are viewed as starting points for a long-term effort to enhance accountability of the substance abuse treatment system.

Verification of the Performance Indicators is done by means of range edits, consistency edits and examination of outliers. Range edits determine if the values of a variable fall within expected values. Consistency edits seek to compare the values of different variables to determine if they are compatible. Outliers are the data points for each Performance Indicator that lie outside expected values. These are determined using box and whisker plots<sup>2</sup>, a graphical method to show expected ranges. Essentially, the data from the 16 CAs is ranked, the median taken, and the medians of the upper and lower halves of the ranked observations taken. For example, the 8th ranked observation is the median of 16 observations. The medians of the upper and lower halves of the 16 ranked observations are the average of the 4th and 5th, and the 11th and 12th observations respectively. The difference between the observations for these medians of the upper and lower halves is called the interquartile range. Any observation more than 1.5 times the interquartile range from the median is considered to be an outlier.

It is an expectation that the Performance Indicators will be used by treatment providers and CAs to target areas that need attention and to improve their efforts through corrective action plans.

The individual CA level Performance Indicator reports are designed so statewide summary reports can be produced and made widely available. They allow for the use of existing data and information and strive to avoid costly new data collection efforts.

Technical assistance is available from the Research and Evaluation Section for coordinating agency Performance Indicator reporting. For example, the Research and Evaluation Section provided the CAs with composite prevalence estimates that may be used in access indicators reports.

This is the FY 2003-2004 fourth quarter report.

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<sup>2</sup>John W. Tukey **Exploratory Data Analysis** Reading MA: Addison-Wesley, 1977. Tukey's work is adapted to mental health and substance abuse services by Arnold L. Greenfield, Ph.D. in *Interpreting Statistical Graphs - A Primer* Lansing MI: Michigan Department of Community Health, 1998.

## **SECTION C: FORMAT OF THE REPORT**

This report consists of two main sections. The first deals with all substance abuse treatment consumers; the second with Medicaid consumers only. Key findings are summarized, and a discussion of the findings for each of the Performance Indicators is provided for the domains of access and outcomes. Appendix A contains a listing of the Regional Substance Abuse Coordinating Agencies.

The Performance Indicators for access (all consumers) consist of penetration rates for selected populations in terms of identified service needs. The selected populations are those under the age 12 to 17, women of childbearing age, members of ethnic minority groups (African-American, American Indian, Asian/Pacific Islander, and Hispanic), and injecting drug users. Estimates for service needs are for the population over age 18 with a diagnosis of substance abuse or dependency, or otherwise determined to need treatment for substance abuse.

The access Performance Indicators for exclusively Medicaid consumers consist of two types of measures. The first set are assessment and treatment penetration rates based on unduplicated counts. The second set of measures focus on timeliness benchmarks in urgent and non-urgent situations for both assessment and for treatment.

The Performance Indicators for outcomes consist of two measures of consumer satisfaction (adult and youth) and a measure for adverse consumer outcomes (discharges for reason of death per thousand). Consumer satisfaction is reported for those 18 and over, as well as for those under 18 years of age.

Performance Indicator data are reported quarterly by CAs, either via fax or as an attachment to an e-mail. They are then compiled by MDCH staff and ranked along with the arithmetic mean. The report is distributed via e-mail and is available on MDCH's web site under reports and proposals.

Tables and graphics were developed to provide the reader with visual displays of each Performance Indicator. When rank ordering was used and there were ties in the proportions, the tied CAs receive the same ordinal rank number. For example, if two coordinating agencies tie for the top position, a rank of one will be given to both. The next highest ranking CA will receive a rank of three.

Tables, determined to be most useful for comparison of the Performance Indicators, are used extensively. The statewide arithmetic mean is imbedded in each table so that the mean and median can be quickly compared. If the average in bold letters moves away from the middle of the table, then it usually means that one of the larger CAs reported totals at one of the extremes.

## SECTION E: FINDINGS FOR THE TIME PERIOD

July 1, 2004 - September 30, 2004

### 1. ACCESS: Penetration Rates for Selected Populations - July 1, 2004 - September 30, 2004

#### **Indicator:**

1. *Proportion of persons served age 12-17 out of the number in area census age 12-17.*
2. *Proportion of persons served who are women of childbearing age (ages 11-44) out of the number in area census who are women of childbearing age.*
3. *Proportion of persons served of ethnic minority groups out of the number in area census of ethnic minority groups.*
4. *Proportion of persons served who are injecting drug users out of the estimated number in area census of persons who are injecting drug users.*

#### **Method of Calculation:**

1. The number of persons served age 12-17, divided by the number in the area census age 12-17
2. The number of persons served who are women of childbearing age (ages 11-44) divided by the number in the area census who are women of childbearing age.
3. The number of persons served of ethnic minority groups divided by the number in the area census of ethnic minority groups.
4. The number of persons served who are injecting drug users divided by the estimated number in the area census of persons who are injecting drug users (i.e., Heroin users).

#### **Comments:**

This indicator addresses the degree to which the population age 12 to 17 received substance abuse treatment services. The 2000 census estimate is used in the denominator since all residents could potentially seek substance abuse treatment services. For Detroit, this census estimate affects Southeast Michigan Community Alliance (SEMCA) as well, since calculation subtracts the 2000 estimate for Detroit from the 2000 estimate for Wayne County as a whole.

This indicator also addresses the extent to which women of childbearing age are receiving substance abuse treatment services. The 2000 census estimate is used in the denominator since all residents are eligible for substance abuse treatment services. The 2000 census estimate is used for Detroit similar to youth estimates described above.

The indicator also includes how many ethnic minorities are receiving substance abuse treatment services. The 2000 census estimate is used in the denominator since all residents are eligible for substance abuse treatment services. The 2000 estimate is used for Detroit as described above.

Lastly, the indicator shows how many injecting drug users are receiving substance abuse treatment services. The denominator is the most recent estimate of the number of heroin users (as determined by a heroin prevalence study conducted by MDCH).

**Access: Penetration Rates for Selected Populations  
Persons Served Age 12-17**

Rank Order	Coordinating Agency	Persons Served Age 12-17	Persons Age 12-17 in Area Census	Percentage Served Age 12-17
1	Western U.P. Substance Abuse Services	35	6,282	0.56%
2	Pathways Substance Abuse Access Center	51	11,369	0.45%
3	Mid-South Substance Abuse Commission	175	61,844	0.28%
4	Lakeshore Coordinating Council	135	48,573	0.28%
5	Riverhaven Coordinating Agency	60	22,112	0.27%
6	Thumb Region Substance Abuse Services	54	20,377	0.27%
7	Northern Michigan Substance Abuse Services	130	50,116	0.26%
8	Genesee County Health Department	59	29,900	0.20%
9	CMH and SA Network of West Michigan	64	45,281	0.14%
	<b>State of Michigan</b>	<b>840</b>	<b>649,232</b>	<b>0.13%</b>
10	Saginaw County Health Department	25	20,709	0.12%
11	Kalamazoo Community Mental Health	27	32,462	0.08%
12	Oakland County Health Division	55	75,232	0.07%
13	Macomb County Community Mental Health	26	47,446	0.05%
14	Detroit Department of Health	31	70,659	0.04%
15	Washtenaw County Community Mental Health	12	29,103	0.04%
16	Southeast Michigan Community Alliance	31	77,767	0.04%

**Access: Penetration Rates for Selected Populations  
Women Served of Childbearing Age**

Rank Order	Coordinating Agency	Women Served of Childbearing Age	Women of Childbearing Age in Area Census	Percentage Served of Women of
1	Genesee County Health Department	636	112,797	0.56%
2	Pathways Substance Abuse Access Center	182	46,822	0.39%
3	Western U.P. Substance Abuse Services	92	23,729	0.39%
4	Lakeshore Coordinating Council	657	187,096	0.35%
5	Detroit Department of Health	650	261,566	0.25%
6	Riverhaven Coordinating Agency	205	63,248	0.32%
7	Northern Michigan Substance Abuse Services	583	191,241	0.30%
8	Kalamazoo Community Mental Health	352	116,719	0.30%
9	Mid-South Substance Abuse Commission	720	272,003	0.26%
10	Macomb County Community Mental Health	502	192,443	0.26%
	<b>State of Michigan</b>	<b>6,590</b>	<b>2,531,211</b>	<b>0.26%</b>
11	Thumb Regional Substance Abuse	193	78,791	0.24%
12	Saginaw County Health Department	137	57,999	0.24%
13	Oakland County Health Division	636	303,090	0.21%
14	CMH and SA Network of West Michigan	303	155,985	0.19%
15	Southeast Michigan Community Alliance	559	335,788	0.17%
16	Washtenaw County Community Mental Health	183	131,894	0.14%

**Access: Penetration Rates for Selected Populations  
African-American**

Rank Order	Coordinating Agency	African Americans Served	African Americans in Area Census	Penetration Rate for African Americans
1	Genesee County Health Department	842	88,843	0.95%
2	Thumb Regional Substance Abuse	38	4,295	0.88%
3	Lakeshore Coordinating Council	430	53,053	0.81%
4	CMH and SA Network of West Michigan	294	51,287	0.57%
5	Southeast Michigan Community Alliance	548	99,762	0.55%
6	Mid-South Substance Abuse Commission	380	71,020	0.54%
	<b>State of Michigan</b>	<b>6,928</b>	<b>1,412,751</b>	<b>0.49%</b>
7	Riverhaven Coordinating Agency	18	3,864	0.47%
8	Saginaw County Health Department	177	39,112	0.45%
9	Detroit Department of Health	3,393	771,996	0.44%
10	Kalamazoo Community Mental Health	140	34,175	0.41%
11	Washtenaw County Community Mental Health	164	40,419	0.41%
12	Macomb County Community Mental Health	85	21,326	0.40%
13	Northern Michigan Substance Abuse Services	28	7,199	0.39%
14	Oakland County Health Division	381	120,720	0.32%
15	Pathways Substance Abuse Access Center	5	4,341	0.12%
16	Western U.P. Substance Abuse Services	5	1,339	0.37%



**Access: Penetration Rates for Selected Populations  
American Indian**

Rank Order	Coordinating Agency	Native Americans Served	Native Americans in Area Census	Penetration Rate of Native Americans
1	Western U.P. Substance Abuse Services	31	1,983	1.56%
2	Lakeshore Coordinating Council	37	3,235	1.14%
3	Genesee County Health Department	19	2,414	0.79%
4	Thumb Regional Substance Abuse	10	1,325	0.75%
5	Washtenaw County Community Mental Health	11	1,843	0.59%
6	Northern Michigan Substance Abuse Services	54	9,324	0.58%
7	Pathways Substance Abuse Access Center	57	10,477	0.54%
	<b>State of Michigan</b>	<b>300</b>	<b>59,479</b>	<b>0.50%</b>
8	CMH and SA Network of West Michigan	14	2,999	0.47%
9	Mid-South Substance Abuse Commission	21	6,227	0.34%
10	Kalamazoo Community Mental Health	10	3,109	0.32%
11	Riverhaven Coordinating Agency	6	1,900	0.32%
12	Macomb County Community Mental Health	7	2,478	0.28%
13	Oakland County Health Division	8	3,270	0.24%
14	Detroit Department of Health	6	2,572	0.23%
15	Southeast Michigan Community Alliance	8	5,460	0.15%
16	Saginaw County Health Department	1	863	0.12%

**Access: Penetration Rates for Selected Populations  
Asian/Pacific Islander**

<b>Rank Order</b>	<b>Coordinating Agency</b>	<b>Asian/Pacific Islanders Served</b>	<b>Asian/Pacific Islanders in Census Area</b>	<b>Penetration Rate of Asian/Pacific Islander</b>
1	Detroit Department of Health	24	9,304	0.26%
2	Pathways Substance Abuse Access Center	2	847	0.24%
3	Riverhaven Coordinating Agency	3	1,304	0.23%
4	Lakeshore Coordinating Council	9	8,355	0.11%
5	Thumb Regional Substance Abuse	1	1,149	0.09%
6	Genesee County Health Department	3	3,607	0.08%
7	Kalamazoo Community Mental Health	4	5,651	0.07%
	<b>State of Michigan</b>	<b>78</b>	<b>179,551</b>	<b>0.04%</b>
8	Northern Michigan Substance Abuse Services	2	5,016	0.04%
9	CMH and SA Network of West Michigan	4	11,016	0.04%
10	Western U.P. Substance Abuse Services	1	2,865	0.03%
11	Macomb County Community Mental Health	5	17,021	0.03%
12	Mid-South Substance Abuse Commission	4	15,926	0.03%
13	Southeast Michigan Community Alliance	6	24,688	0.02%
14	Oakland County Health Division	7	49,697	0.01%
15	Washtenaw County Community Mental Health	3	21,406	0.01%
16	Saginaw County Health Department	0	1,699	0.00%

**Access: Penetration Rates for Selected Populations  
Hispanic Origins**

Rank Order	Coordinating Agency	Persons of Hispanic Origins Served	Persons of Hispanic Origins in Area Census	Penetration Rate of Persons with Hispanic Origins
1	Lakeshore Coordinating Council	164	29,220	0.56%
2	Northern Michigan Substance Abuse Services	57	13,628	0.42%
3	Genesee County Health Department	39	10,152	0.38%
4	Pathways Substance Abuse Access Center	6	1,832	0.33%
5	Mid-South Substance Abuse Commission	129	42,218	0.31%
6	Saginaw County Health Department	39	14,075	0.28%
7	Riverhaven Coordinating Agency	25	9,168	0.27%
	<b>State of Michigan</b>	<b>728</b>	<b>323,877</b>	<b>0.22%</b>
8	Thumb Regional Substance Abuse	16	7,563	0.21%
9	Oakland County Health Division	56	28,999	0.19%
10	CMH and SA Network of West Michigan	61	40,183	0.15%
11	Western U.P. Substance Abuse Services	1	832	0.12%
12	Macomb County Community Mental Health	15	12,435	0.12%
13	Detroit Department of Health	50	47,167	0.11%
14	Southeast Michigan Community Alliance	35	33,150	0.11%
15	Washtenaw County Community Mental Health	12	10,792	0.11%
16	Kalamazoo Community Mental Health	23	22,463	0.10%

**Access: Penetration Rates for Selected Populations  
Number of Persons Who Inject Drugs Served**

Rank Order of	Coordinating Agency	Number of Persons Who Inject Drugs Served	Persons Who Inject Drugs in Area Census	Percentage Served of Persons Who Inject Drugs
1	Western U.P. Substance Abuse Services	20	180	11.11%
2	Macomb County Community Mental Health	407	4,100	9.93%
3	Genesee County Health Department	248	3,200	7.75%
4	Northern Michigan Substance Abuse Services	126	2,150	5.86%
5	Southeast Michigan Community Alliance	593	10,900	5.44%
6	Washtenaw County Community Mental Health	107	2,150	4.98%
7	Kalamazoo Community Mental Health	109	2,220	4.91%
8	Mid-South Substance Abuse Commission	235	5,190	4.53%
9	Oakland County Health Division	294	6,500	4.52%
10	Thumb Regional Substance Abuse	45	1,025	4.39%
	<b>State of Michigan</b>	<b>3,516</b>	<b>85,837</b>	<b>4.10%</b>
11	Pathways Substance Abuse Access Center	45	1,220	3.69%
12	Riverhaven Coordinating Agency	39	1,095	3.56%
13	CMH and SA Network of West Michigan	110	3,450	3.19%
14	Detroit Department of Health	1,020	33,800	3.02%
15	Lakeshore Coordinating Council	82	3,430	2.39%
16	Saginaw County Health Department	36	5,227	0.69%

**Access: Penetration Rates for Selected Populations  
Summary Table**

<b>Composite Penetration Rate Rankings of Coordinating Agencies</b>							
<b>Coordinating Agency</b>	<b>Age12-17</b>	<b>Women</b>	<b>African-Am</b>	<b>Am Indian</b>	<b>Asian</b>	<b>Hispanic</b>	<b>Injecting Drug</b>
Genesee	8	1	1	3	6	3	3
Lakeshore	4	4	3	2	4	1	15
Western U.P.	1	3	16	1	10	11	1
Pathways	2	2	15	7	2	4	11
Thumb Regional	6	11	2	4	5	8	10
Northern Michigan	6	7	13	6	8	2	4
Riverhaven	5	6	7	11	3	7	12
Mid-South	3	9	6	9	12	5	8
CMH & SA of West Mich	9	14	4	8	9	10	13
Kalamazoo CMH	11	8	10	10	7	16	7
Detroit	14	5	9	14	1	13	14
Macomb CMH	13	10	12	12	11	12	2
SEMCA	16	15	5	15	13	14	5
Washtenaw CMH	15	16	11	5	15	15	6
Saginaw	10	12	8	16	16	6	16
Oakland	12	13	14	13	14	9	9

**Access: Penetration Rate of Substance Abuse Treatment Need  
by Persons Served 18 and Over**

Rank Order of Penetration Rate	Coordinating Agency	Number Served With Substance Abuse or Dependency Diagnosis	Estimated Persons in Need in Area	Percentage Served of Abusive or Dependency Prevalence
1	Genesee County Health Department	1,908	62,844	3.04%
2	Detroit Department of Health	3,705	132,150	2.80%
3	Lakeshore Coordinating Council	2,108	117,071	1.80%
4	Thumb Regional Substance Abuse	766	42,908	1.79%
5	Northern Michigan Substance Abuse Services	2,173	123,703	1.76%
6	Pathways Substance Abuse Access Center	584	37,966	1.54%
	<b>State of Michigan</b>	<b>22,951</b>	<b>1,513,284</b>	<b>1.52%</b>
7	Mid-South Substance Abuse Commission	2,222	158,342	1.40%
8	Western U.P. Substance Abuse Services	270	20,910	1.29%
9	Kalamazoo County Human Service Department	1,006	79,302	1.27%
10	Macomb County Community Mental Health	1,500	118,808	1.26%
11	Saginaw County Health Department	367	30,604	1.20%
12	Oakland County Health Division	2,117	177,388	1.19%
13	Southeast Michigan Community Alliance	2,044	183,440	1.11%
14	Riverhaven Behavioral Health	596	54,286	1.10%
15	CMH and SA Network of West Michigan	976	101,400	0.96%
16	Washtenaw County Community Mental Health	609	72,162	0.84%

### Consumer Satisfaction Survey Table

<b>Age 18 and Over - Consumer Satisfaction</b>				
<b>Rank Order</b>	<b>Coordinating Agency</b>	<b>No. Surveyed</b>	<b>No. Responded to Survey</b>	<b>Percent Satisfied of Responders</b>
1	Lakeshore Coordinating Council	990	479	99%
1	Western U. P. Substance Abuse Services	223	160	99%
3	Oakland County Health Division	784	588	98%
3	Southeast Michigan Community Alliance	588	440	98%
3	CMH and SA Network of West Michigan	129	100	98%
6	Macomb County Community Mental Health	539	409	97%
6	Washtenaw County Community Mental Health	448	391	97%
6	Thumb Regional Substance Abuse	168	168	97%
9	Pathways Substance Abuse Access	309	170	96%
10	Mid-South Substance Abuse Commission	716	594	95%
11	Northern Michigan Substance Abuse	613	579	94%
12	Kalamazoo Community Mental Health	142	142	93%
13	Genesee County Health Department	668	580	91%
14	Detroit Department of Health	333	323	89%
15	Saginaw County Health Department	182	5	20%
16	Riverhaven Behavioral Health	0	0	--%
	<b>State of Michigan</b>	<b>6,832</b>	<b>5,128</b>	<b>-</b>

### Consumer Satisfaction Survey Table

Under Age 18 - Consumer Satisfaction				
Rank Order	Coordinating Agency	No. Surveyed	No. Responded to Survey	Percent Satisfied of Responders
1	Southeast Michigan Community Alliance	32	32	100%
1	Western U.P. Substance Abuse Services	14	14	100%
1	CMH and SA Network of West Michigan	12	12	100%
1	Oakland County Health Division	16	11	100%
1	Macomb County Community Mental Health	9	9	100%
1	Genesee County Health Department	6	6	100%
1	Kalamazoo Community Mental Health	4	4	100%
1	Washtenaw County Community Mental	4	4	100%
9	Thumb Regional Substance Abuse	17	17	97%
10	Lakeshore Coordinating Council	101	24	96%
11	Mid-South Substance Abuse Commission	79	69	94%
12	Northern Michigan Substance Abuse	65	60	92%
13	Pathways Substance Abuse Access	16	11	91%
14	Saginaw County Health Department	13	1	0%
15	Detroit Department of Health	0	0	--%
15	Riverhaven Behavioral Health	0	0	--%
	<b>State of Michigan</b>	<b>388</b>	<b>274</b>	<b>—</b>



## Outcomes: Satisfaction - Consumer Satisfaction

### Summary Table

Proportion Satisfied - Consumer Satisfaction		Age 18 and Over	Under Age 18
Rank Order	Coordinating Agency	Proportion Satisfied	Proportion Satisfied
1	Western U.P. Substance Abuse Services	99%	100%
2	Oakland County Health Division	98%	100%
2	CMH and SA Network of West Michigan	98%	100%
2	Southeast Michigan Community Alliance	98%	100%
5	Washtenaw County Community Mental Health	97%	100%
5	Macomb County Community Mental Health	97%	100%
7	Lakeshore Coordinating Council	99%	96%
8	Thumb Regional Substance Abuse	97%	97%
9	Kalamazoo Community Mental Health	93%	100%
10	Genesee County Health Department	91%	100%
11	Mid-South Substance Abuse Commission	95%	94%
12	Pathways Substance Abuse Access Center	96%	91%
13	Northern Michigan Substance Abuse Services	94%	92%
14	Detroit Department of Health	92%	--%
15	Saginaw County Health Department	20%	0%
16	Riverhaven Behavioral Health	--%	--%

**Outcomes: Adverse Consumer Outcomes  
(Deaths of Persons in Treatment)**

<b>Rank Order</b>	<b>Coordinating Agency</b>	<b>Discharges</b>	<b>Deaths</b>	<b>Rate/ 1,000</b>
1	Northern Michigan Substance Abuse Services	1,340	0	0.00
1	CMH and SA Network of West Michigan	672	0	0.00
1	Riverhaven Behavioral Health	562	0	0.00
1	Washtenaw County Community Mental Health	447	0	0.00
1	Pathways Substance Abuse Access Center	390	0	0.00
1	Saginaw County Health Department	327	0	0.00
1	Thumb Regional Substance Abuse	297	0	0.00
1	Western U.P. Substance Abuse Services	170	0	0.00
9	Oakland County Health Division	1,197	1	0.84
10	Lakeshore Coordinating Council	1,175	1	0.85
11	Macomb County Community Mental Health	780	1	1.28
12	Southeast Michigan Community Alliance	1,352	2	1.47
13	Detroit Department of Health	1,102	3	2.72
14	Mid-South Substance Abuse Commission	1,115	4	3.59
15	Genesee County Health Department	1,014	4	3.94
16	Kalamazoo Community Mental Health	580	6	10.34
	<b>State of Michigan</b>	<b>12,520</b>	<b>22</b>	<b>1.76</b>

**Medicaid Population Only Performance Indicator Report**  
**Substance Abuse Services**  
**Report Period: July 1, 2004 - September 30,2004**

**Indicator:** *Percentage of area Medicaid recipients having received substance abuse assessment and/or treatment services from the funded network of programs.*

### Medicaid: Access: Treatment: Unduplicated Count

Rank Order	Coordinating Agency	Unduplicated Number of Recipients Who Accessed	Unduplicated Medicaid Recipients	Percentage (Penetration Rate)
1	Washtenaw County Community Mental Health	220	23,791	0.92%
2	Genesee County Health Department	699	85,059	0.82%
3	Kalamazoo Community Mental Health	370	48,842	0.75%
4	Macomb County Community Mental Health	492	62,721	0.78%
5	Pathways Substance Abuse Access Center	185	28,895	0.64%
6	Detroit Department of Health	1,174	286,821	0.62%
7	Oakland County Health Division	522	83,134	0.63%
8	Lakeshore Coordinating Council	717	98,164	0.73%
	<b>State of Michigan</b>	<b>7,292</b>	<b>1,297,036</b>	<b>0.56%</b>
9	Thumb Regional Substance Abuse	183	35,695	0.51%
10	Western UP Substance Abuse Services	103	16,585	0.62%
11	Saginaw County Health Department	185	37,312	0.50%
12	Mid-South Substance Abuse Commission	657	115,981	0.57%
13	Northern Michigan Substance Abuse Services	603	114,676	0.53%
14	Riverhaven Behavioral Health	259	49,078	0.53%
15	Southeast Michigan Community Alliance	621	129,359	0.48%
16	CMH and SA Network of West Michigan	302	80,923	0.37%

### Medicaid: Access: Assessment: Unduplicated Count

Rank Order	Coordinating Agency	Unduplicated Number of Recipients Who Accessed Assessment Services	Unduplicated Medicaid Recipients	Percentage (Penetration Rate)
1	CMH and SA Network of West Michigan	1,077	80,923	1.33%
2	Genesee County Health Department	448	85,059	0.53%
3	Western UP Substance Abuse Services	77	16,585	0.46%
4	Kalamazoo Community Mental Health	221	48,842	0.45%
5	Washtenaw County Community Mental Health	105	23,791	0.44%
6	Mid-South Substance Abuse Commission	442	115,981	0.38%
	<b>State of Michigan</b>	<b>4,825</b>	<b>1,297,036</b>	<b>0.37%</b>
7	Lakeshore Coordinating Council	349	98,168	0.36%
8	Riverhaven Behavioral Health	167	49,078	0.34%
9	Saginaw County Health Department	125	37,312	0.34%
10	Macomb County Community Mental Health	210	62,721	0.33%
11	Pathways Substance Abuse Access Center	96	28,895	0.33%
12	Southeast Michigan Community Alliance	405	129,359	0.31%
13	Northern Michigan Substance Abuse Services	314	114,676	0.27%
14	Thumb Regional Substance Abuse	95	35,695	0.27%
15	Oakland County Health Division	194	83,134	0.23%
16	Detroit Department of Health	500	286,821	0.17%

**Medicaid Population Only Performance Indicator Report**  
**Substance Abuse Services**  
**Report Period: July 1, 2004 - September 30,2004**

**Indicator:** *The percentage of persons receiving an assessment within 24 hours of referral or presentation. The percentage of persons admitted to treatment within 24 hours of assessment for urgent situations.*

### Medicaid - Access: Timeliness: Assessment in Urgent Situations

Coordinating Agency	Number of Persons Receiving an Assessment for an Urgent Situation Within 24 hours	Number of Persons Receiving an Assessment for an Urgent Situation	Percentage
CMH and SA Network of West Michigan	7	7	100%
Detroit Department of Health	5	5	100%
Genesee County Health Department	15	15	100%
Kalamazoo Community Mental Health	12	12	100%
Lakeshore Coordinating Council	7	10	70%
Macomb County Community Mental Health	2	3	67%
Mid-South Substance Abuse Commission	4	13	31%
Northern Michigan Substance Abuse Services	5	10	50%
Oakland County Health Division	17	17	100%
Pathways Substance Abuse Access Center	4	4	100%
Riverhaven Behavioral Health	8	11	73%
Saginaw County Health Department	40	41	98%
Southeast Michigan Community Alliance	17	17	100%
Thumb Regional Substance Abuse	5	5	100%
Washtenaw County Community Mental Health	0	0	--%
Western UP Substance Abuse Services	2	2	100%
<b>State of Michigan</b>	<b>150</b>	<b>172</b>	<b>87%</b>

### Medicaid - Access: Timeliness: Treatment in Urgent Situations

Coordinating Agency	Number of Treatment Admissions within 24 hours Following an Urgent Assessment	Number of Treatment Admissions Following an Urgent Assessment	Percentage
CMH and SA Network of West Michigan	4	5	80%
Detroit Department of Health	3	3	100%
Genesee County Health Department	3	7	43%
Kalamazoo Community Mental Health	5	7	71%
Lakeshore Coordinating Council	7	8	88%
Macomb County Community Mental Health	2	2	100%
Mid-South Substance Abuse Commission	2	4	50%
Northern Michigan Substance Abuse Services	2	6	33%
Oakland County Health Division	14	14	100%
Pathways Substance Abuse Access Center	3	4	75%
Riverhaven Behavioral Health	6	7	86%
Saginaw County Health Department	40	41	98%
Southeast Michigan Community Alliance	5	7	71%
Thumb Regional Substance Abuse	2	5	40%
Washtenaw County Community Mental Health	0	0	--%
Western UP Substance Abuse Services	1	1	100%
<b>State of Michigan</b>	<b>104</b>	<b>121</b>	<b>86%</b>



**Medicaid - Access: Timeliness: Assessment and Treatment in Urgent Situations  
Summary Table**

<b>Coordinating Agency</b>	<b>Percentage of Persons Who Received Assessments within 24 hours</b>	<b>Percentage of Persons Admitted to Treatment within 24 Hours</b>
CMH and SA Network of West Michigan	100%	80%
Detroit Department of Health	100%	100%
Genesee County Health Department	100%	43%
Kalamazoo Community Mental Health	100%	71%
Lakeshore Coordinating Council	70%	88%
Macomb County Community Mental Health	67%	100%
Mid-South Substance Abuse Commission	31%	50%
Northern Michigan Substance Abuse Services	50%	33%
Oakland County Health Division	100%	100%
Pathways Substance Abuse Access Center	100%	75%
Riverhaven Behavioral Health	73%	86%
Saginaw County Health Department	98%	98%
Southeast Michigan Community Alliance	100%	71%
Thumb Regional Substance Abuse	100%	40%
Washtenaw County Community Mental Health	--%	--%
Western UP Substance Abuse Services	100%	100%
<b>State of Michigan</b>	<b>87%</b>	<b>86%</b>

**Medicaid Population Only Performance Indicator Report**  
**Substance Abuse Services**  
**Report Period: July 1, 2004 - September 30,2004**

**Indicator:** *The percentage of persons receiving an assessment for non-urgent situations within five days of referral or presentation. The percentage of persons admitted to treatment within seven days following a non-urgent assessment.*

## Medicaid - Access: Timeliness: Assessment Non-Urgent Situations

Coordinating Agency	Number of Persons Receiving an Assessment for a Non-Urgent Situation Within 5 Days	Number of Persons Receiving an Assessment for a Non-Urgent Situation	Percentage
CMH and SA Network of West Michigan	1341	1341	100%
Detroit Department of Health	567	567	100%
Genesee County Health Department	523	525	99%
Kalamazoo Community Mental Health	230	230	100%
Lakeshore Coordinating Council	317	357	89%
Macomb County Community Mental Health	145	210	69%
Mid-South Substance Abuse Commission	358	443	81%
Northern Michigan Substance Abuse Services	189	298	63%
Oakland County Health Division	200	207	97%
Pathways Substance Abuse Access Center	91	107	85%
Riverhaven Behavioral Health	163	195	84%
Saginaw County Health Department	100	101	99%
Southeast Michigan Community Alliance	483	488	99%
Thumb Regional Substance Abuse	93	94	99%
Washtenaw County Community Mental Health	92	93	99%
Western UP Substance Abuse Services	64	77	83%
<b>State of Michigan</b>	<b>4,956</b>	<b>5,333</b>	<b>93%</b>

## Medicaid - Access: Timeliness: Treatment Non-Urgent Situations

Coordinating Agency	Number of Treatment Admissions Within 7 days Following a Non-Urgent Assessment	Number of Treatment Admissions Following a Non-Urgent Assessment	Percentage
CMH and SA Network of West Michigan	156	186	84%
Detroit Department of Health	350	371	94%
Genesee County Health Department	256	268	96%
Kalamazoo Community Mental Health	123	133	92%
Lakeshore Coordinating Council	223	246	91%
Macomb County Community Mental Health	81	119	68%
Mid-South Substance Abuse Commission	184	236	78%
Northern Michigan Substance Abuse Services	88	176	50%
Oakland County Health Division	159	164	97%
Pathways Substance Abuse Access Center	79	90	88%
Riverhaven Behavioral Health	138	163	85%
Saginaw County Health Department	100	101	99%
Southeast Michigan Community Alliance	218	223	98%
Thumb Regional Substance Abuse	72	84	86%
Washtenaw County Community Mental Health	27	61	44%
Western UP Substance Abuse Services	34	37	92%
<b>State of Michigan</b>	<b>2,288</b>	<b>2,658</b>	<b>86%</b>

**Medicaid - Access: Timeliness: Assessment and Treatment Non-Urgent Situations  
Summary Table**

<b>Coordinating Agency</b>	<b>Percentage of Persons Who Received Assessment Within 5 Days</b>	<b>Percentage of Persons Admitted to Treatment within 7 Days</b>
CMH and SA Network of West Michigan	100%	84%
Detroit Department of Health	100%	94%
Genesee County Health Department	99%	96%
Kalamazoo Community Mental Health	100%	92%
Lakeshore Coordinating Council	89%	91%
Macomb County Community Mental Health	69%	68%
Mid-South Substance Abuse Commission	81%	78%
Northern Michigan Substance Abuse Services	63%	50%
Oakland County Health Division	97%	97%
Pathways Substance Abuse Access Center	85%	88%
Riverhaven Coordinating Agency	84%	88%
Saginaw County Health Department	99%	99%
Southeast Michigan Community Alliance	99%	98%
Thumb Regional Substance Abuse	99%	86%
Washtenaw County Community Mental Health	99%	44%
Western UP Substance Abuse Services	83%	92%
<b>State of Michigan</b>	<b>93%</b>	<b>86%</b>

## REGIONAL SUBSTANCE ABUSE COORDINATING AGENCIES

### REGION 1

#### DETROIT HEALTH DEPARTMENT

Bureau of Substance Abuse, Herman Kiefer Health Complex, Bldg. 1, Rm. 212-B 1151 Taylor, Detroit, MI 48202  
313/876-4566

*Serving:* City of Detroit (Wayne County)

### REGION 2

PATHWAYS SUBSTANCE ABUSE ACCESS CENTER 1500 West Washington Street, Marquette, MI 49855  
906/228-2572

*Serving:* Alger, Chippewa, Delta, Luce, Mackinac, Marquette, Menominee, Schoolcraft Counties

### REGION 3

GENESEE COUNTY HEALTH DEPARTMENT Floyd J. McCree Courts & Human Service Bldg.,  
630 S. Saginaw St Flint, MI 48502 810/257-3201

*Serving:* Genesee County

### REGION 4

KALAMAZOO COMMUNITY MENTAL HEALTH, Kalamazoo County Administration Building, 201 W. Kalamazoo, Room  
401, Kalamazoo, MI 49007 616/384-8000

*Serving:* Barry, Branch, Kalamazoo, St. Joseph, Van Buren Counties

### REGION 5

#### LAKESHORE COORDINATING COUNCIL

324 Washington, P.O. Box 268, Grand Haven, MI 49417  
616/846-6720

*Serving:* Allegan, Berrien, Cass, Muskegon, Ottawa Counties

### REGION 6

#### MACOMB COUNTY COMMUNITY MENTAL HEALTH SERVICES

Office of Substance Abuse Services, Macomb County Building, 6<sup>th</sup> Floor.  
10 N. Main Street, Mt. Clemens, MI 48043

*Serving:* Macomb County

### REGION 7

#### MID-SOUTH SUBSTANCE ABUSE COMMISSION

Northwind Office Park, 2875 Northwind Drive, Suite 105  
East Lansing, MI 48823

*Serving:* Calhoun, Clinton, Eaton, Gratiot, Hillsdale, Ingham, Ionia, Jackson, Lenawee, Newaygo Counties

### REGION 8

CMH and SA Network of West Michigan

728 Fuller, NE

Grand Rapids, MI 49503

616/336-3765

*Serving:* Kent, County

MDCH

**REGION 9**

NORTHERN MICHIGAN SUBSTANCE ABUSE SERVICES, INC.

1165 Elkview, Suite #1 PO Box 1278

Gaylord, MI 49734-1278

989/732-1791

*Serving:* Alcona, Alpena, Antrim, Benzie, Charlevoix, Cheboygan, Clare, Crawford, Emmet, Gladwin, Grand Traverse, Iosco, Isabella, Kalkaska, Lake, Leelanau, Manistee, Mason, Mecosta, Midland, Missaukee, Montmorency, Oceana, Ogemaw, Osceola, Oscoda, Otsego, Preque Isle, Roscommon, Wexford Counties

**REGION 10**

OAKLAND COUNTY HEALTH DIVISION

Office of Substance Abuse, 250 Elizabeth Lake Road, Suite 1550

Pontiac, MI 48341-1050

248/858-0001

*Serving:* Oakland County

**REGION 11**

SAGINAW COUNTY HEALTH DEPARTMENT

1600 N. Michigan Avenue, Saginaw, MI 48602-5395

989/753-8822

*Serving:* Saginaw County

**REGION 12**

THUMB REGIONAL SUBSTANCE ABUSE COORDINATING AGENCY

3415 28<sup>th</sup> Street, Port Huron, MI 48060

810/987-8922

*Serving:* Lapeer, Sanilac, St. Clair, Counties

**REGION 13**

SOUTHEAST MICHIGAN COMMUNITY ALLIANCE

256363 Eureka Road, Taylor, MI 48180

*Serving:* Monroe & Wayne Counties

734/229-3500

**REGION 14**

WASHTENAW COUNTY COMMUNITY MENTAL HEALTH CENTER

Livingston-Washtenaw Substance Abuse Coordinating Agency

555 Towner Street, PO Box 915, Ypsilanti, MI 48197

313/484/6620

*Serving:* Livingston, Washtenaw Counties

**REGION 15**

WESTERN UPPER PENINSULA SUBSTANCE ABUSE SERVICES COORDINATING AGENCY

323 Quincy, Hancock, MI 49930

906/482-7710

*Serving:* Baraga, Dickinson, Gogebic, Houghton, Iron, Keweenaw, Ontonagon Counties

**REGION 16**

RIVERHAVEN COORDINATING AGENCY

306 Fifth Street, Suite 300A, Bay City, MI 48708

989/876-4566

*Serving:* Bay, Arenac, Montcalm, Shiawassee, Tuscola, Huron Counties